VOLUME IX, NUMBER 5 December 1992

THE MUNI MEMO

OF THE PEOPLE, BY THE PEOPLE, FOR THE PEOPLE OF THE SAN FRANCISCO MUNICIPAL RAILWAY

ON-TIME PROGRAM TO START JANUARY 15

When the new On-Time Program starts, Muni passengers may ride free if they have had to wait more than 15 minutes beyond the printed schedule for a particular route. It's all part of the PUC's On-Time Rebate Program proposed by Commissioner Victor Makras, which is aimed at making Muni operate more efficiently and improve the Railway's image with passengers.

Here's how it works. With the exception of cable car passengers who pay a different fare and are not eligible for the rebate, all riders on any other Muni passenger vehicle who wait for more than 15 minutes beyond the time indicated in Muni's Frequency Guide simply tell the operator who directs them to take a special "On-Time Program Request" from the Take-One Box on their bus. The "On-Time Program Request" is a postage-paid card that the passenger must fill out and mail back to Muni for a rebate. Passengers fill out their name and address and indicate in what form they would like their rebate – as a token or a discount on their transit pass. Additionally, they fill out information on the date, line, bus number, location, and direction of travel of the

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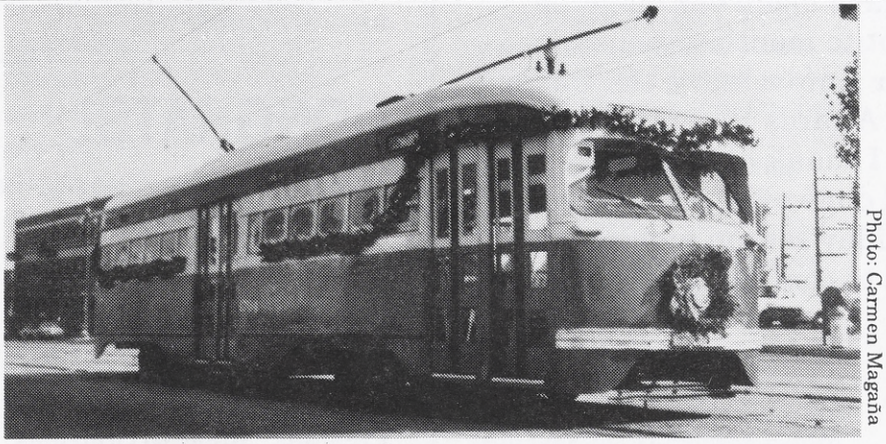

Photo: Carmen Magaña

Historic PCC car 1704, originally from St. Louis, Missouri, spread Christmas cheer on Market Street early in December.

CAPTAIN PERFECTO TAKES HIS MESSAGE ON THE ROAD

In January, the Graffiti Prevention Program will be introducing a coloring book for elementary school students using a cartoon character named Captain Perfecto. Captain Perfecto is a kind of anti-graffiti superhero whose image will appear in the coloring book and on bus and transit shelter posters. What is Captain Perfecto's message? Basically, it's a pride message. Take pride in San Francisco and take pride in Muni. Ride often, keep the buses clean and be proud of being part of the best transportation system in the country. After all, says Captain Perfecto, Muni can take you anywhere you want to go in San Francisco and even to Marin County.

In a series of interior bus cards to go up on Muni vehicles in the New Year, Captain Perfecto also cautions

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Management Message

A Holiday Message

1992 is almost over and many of us may be breathing a sigh of relief. This past year for Muni has been marked with budget cuts, the loss of over 250 employees to Early Retirement, a fare increase and layoffs. On a positive note, we celebrated the 100th anniversary of streetcar operation in SF, saw increased activity by our Graffiti Prevention Program, completed three brand new cable cars, and finished the renovation of Potrero Division.

The coming of a New Year is always a signal of hope and change, and although we know our financial woes aren't over, I, nevertheless, look forward to 1993 with sense of optimism. We have many things to be thankful for. Our capital projects continue with the F-line construction in the Upper Market area, the Metro Extension along The Embarcadero and King Street and the anticipated delivery of 60 new articulated trolley buses. We also continue to have the support of our private-sector friends, who have made our on-going Awards Program possible, not to mention such gala events as the 100th Streetcar Anniversary, the Cable Car Parade, and our Annual Awards Reception.

As 1992 draws to an end, I thank each and every Muni employee for a job well done over the past year. I wish you a very Happy Holiday season and a Happy New Year and I look forward to continuing to work with you all in 1993.

Johnny Stein
General Manager

Letter to the Editor

Ladies and Gentlemen:

"Special thanks" to Community Affairs at Muni for the "Muni Memo."

I am retired, but still share fondest memories of riding Muni all over the City. I grew up in the Haight-Ashbury district and remember the car barn at Haight and Stanyan, and riding the 33 Ashbury trolley line.

I am a fan of railroads and trolley cars, and was so pleased about your refurbishing the last Market Street Railway car, 798. I have an HO-scale layout of SF with a working HO model of the Muni LRV.

Again many thanks for your fine publication, the "Muni Memo."

Sincerely, James Palmer
Rohnert Park

JOB FILE

Please call the Civil Service Hotline at 557-4888 or the PUC Hotline at 554-1669 for up-to-date job announcements.

CONGRATS!

The Division Operators of the Month for October were:

Cable Car: David A. Black
Flynn: Alvries Harper
Green: Henry Inghram
Kirkland: Donald D. Farina
Potrero: Jasim Aljader
Presidio: Roberto Gonzales
Woods: Manuel Lezcano

EMPLOYEE NOTICE

Friend of Muni Award

It's time once again to make nominations for the Friend of Muni Award, whose recipients will be honored at Muni's Annual Awards Reception in February. This is your opportunity to recognize a person or organization outside of Muni who has made a specific contribution to the Railway over the past year. (Current city employees are not eligible.) Please make your nominations to Sheila Mullen in Community Affairs by December 31, 1992.

THANKS

To the Four Seasons Clift Hotel for generously hosting Muni's November Civil Luncheon honoring our monthly and quarterly awards winners. Without the support of hotels like the Four Seasons, Muni's Awards Program could not be the great success it is.

Unsung Hero

Bill Helm

1408 Principal Clerk

Bill was born and raised in San Francisco. He attended All Hallows' Grammar School, Portola Junior High and Woodrow Wilson High School. He went on to study psychology at San Francisco State for two years, a time in his life that the

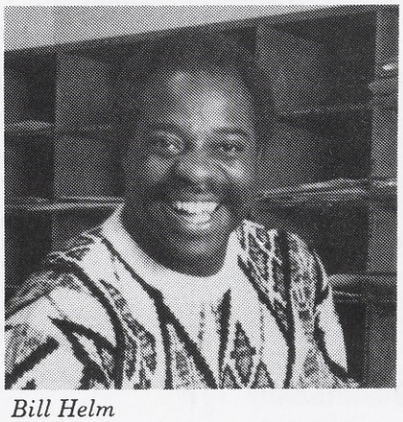


Photo: Carmen Magaña

Bill Helm

refers to as "one of many stops along the way."

Bill started working for the City in 1972 when he entered a Public Service Training program at San Francisco General. He subsequently became a 1424 Clerk Typist and four years later became a 1426 Senior Clerk Typist. In 1981, he became a 1408 Principal Clerk, left SF General and started working for Muni Maintenance for then Superintendent Gail Free-man in the old Geneva Building. From there he went to Woods where he worked for then Deputy Ann Branston and Superintendent Lee Large. After nine years at Woods, he transferred to UEB and then came back to manage the PUC Mail Room under Administrative Services Manager Jill Thompson before the Mail Room function was turned over to Muni.

FAMILY: Bill has three children, Billy 15, Eric, 14, and Erin, 9. They all live here in San Francisco.

WHY MY JOB IS IMPORTANT: You can't live without mail.

WHY I LIKE WHAT I DO: I like the personal interactions with the light duty operators, without whom we can't do the work in the Mail Room, our regular staff members and all the people we serve.

SOMETHING NOT MANY PEOPLE KNOW ABOUT ME: I was a long- distance runner and veteran of nine marathons, most of which I ran in just over three hours. I participated in Masters Track and Field. Discus was my field event long with the 10,000 meter. I played percussion for 12 years for an Afro-Haitian dance troupe called the Duncan Company and played in a rock and roll band named the TKO's for two years.

HOBBIES & INTERESTS: I like studying and have a library of over 300 books. My academic interests started with science, specifically astronomy and physical science. Then I became interested in political, social and philosophical subjects. Now my interest has turned to the metaphysical and spiritual. I find that many subjects hold secrets at first, but once you learn about them, you have to move on, let go. If you really want to learn something, teach it. That's how you learn just that much more. Another interest I have now is power-lifting as my physical fitness activity.

WORDS OF WISDOM: "Decay is inherent in all compounded things. Strive on with diligence."

Awards

November Systemwide Operator of the Month

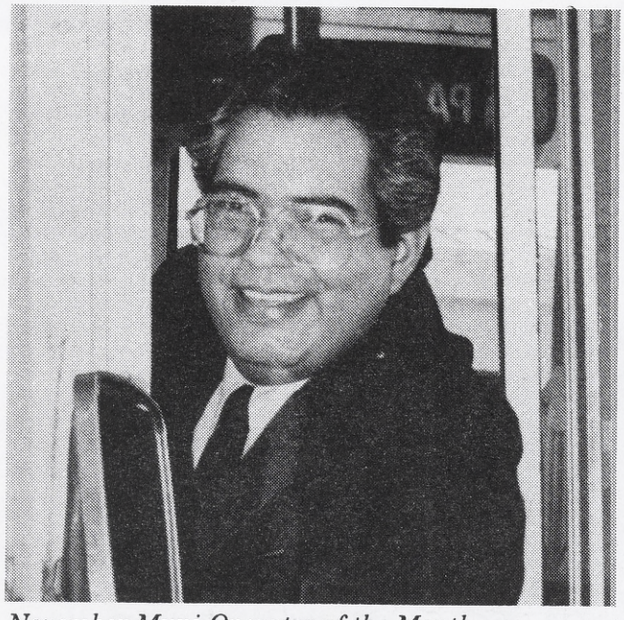


Photo: Gretchen Hildner

November Muni Operator of the Month Eduardo Bustamante

Name:	Eduardo Bustamante
Division:	Potrero
Years with Muni:	13
Background:	
Birthplace:	Usulpan, El Salvador
Education:	High School in El Salvador; Napa High Schl.; Mission High Schl., SF; Heald College, SF (Electronic Tech. and Computer Programmer courses)
Previous Employment:	Well Metals, Oakland
Marital Status:	Married to Leda since 1964
Children:	Consuelo, 20 years; Katryna, 8 months (granddaughter)
Hobbies and Interests:	Cooking and gardening
Words of Wisdom:	"You must like your job in order to perform; then everything else falls into a positive attitude."

November Systemwide Operator of the Month Runner-up

Name:	Douglas F. Elliott
Division:	Potrero
Years with Muni:	15
Background:	
Birthplace:	San Francisco
Education:	City College of SF (one year)
Previous Employment	San Francisco Police Department, Parking Control, seven years
Marital Status:	Married to Terri
Children:	Tommy, 28; Celena, 24; Kenny 13
Words of Wisdom:	"Treat everyone the same – just treat everyone equal."

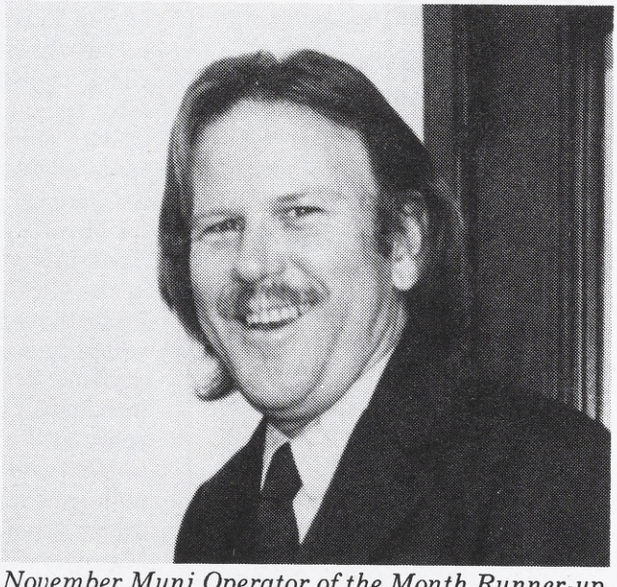


Photo: Gretchen Hildner

November Muni Operator of the Month Runner-up Douglas F. Elliott

Awards

November Maintenance Worker of the Month

Name:	Lawrence Lau
Position:	7332 Maintenance Machinist
Division:	Cable Car Machinery
Years with Muni:	Seven
Background:	
Birthplace:	San Francisco
Education:	George Washington High School, SF
Marital Status:	Single

Photo: Kurt Wong

November Maintenance Worker of the Month Lawrence Lau of Cable Car Machinery

Outstanding Administration and Engineering Employee of the Quarter

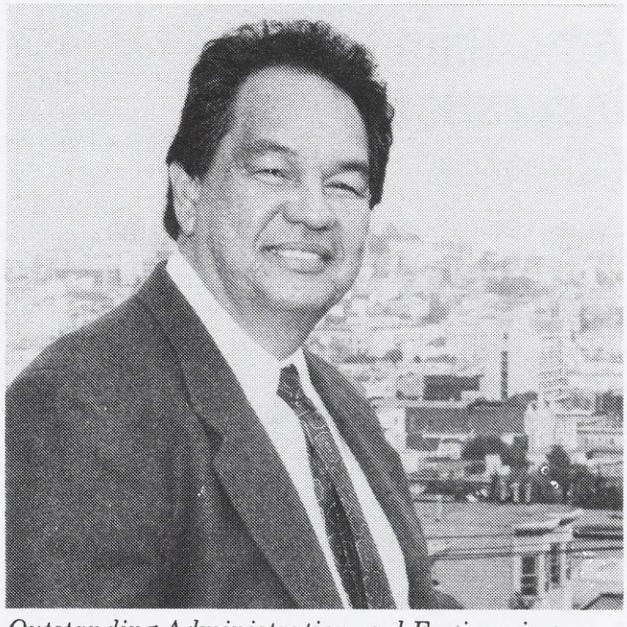


Photo: Gretchen Hildner

Outstanding Administration and Engineering Employee of the Quarter Kenneth A. Rodriguez

Name:	Kenneth A. Rodriguez
Position:	Special Projects Manager, Vintage Operations
Years with Muni:.	19
Background:	
Birthplace:	Manila, Philippines
Education:	University of St. Tomas, Manila
Previous Employment:	National Maritime Union
Marital Status:	Married to Josefina
Children:	Josefina Carmen, 28; Vikki Carmina, 20.
Words of Wisdom:	"Dedication, hard work, and experience will be recognized."

News

Attention: Ohio Capitol American Life Insurance Clients

Please be advised that Ohio Capitol American Life Insurance has NOT canceled your insurance policies. Due to administrative and procedural problems, Ohio Capitol American Life has been forced to discontinue the use of two payroll deduction slots. You may continue your Ohio Capitol American Life Insurance policy by doing one of the following: 1) Pay your premiums directly to Ohio Capitol American Life Insurance. 2) Have your premiums deducted from your checking account. Your policies may have cash values and are a valuable asset to you. Contact Ohio capitol American Life Insurance Company at (800) 541-2254 Ext. 358 for details.

Transitions

GRADUATED:

The following new operators graduated from Operator Training on November 17th:
F. Fontanilla, Thomas Williams, Vergel Ronas, George Wang, Ena Thompson, Edward Lo, Jerry Wells, King Wong, Teodoro Briones, Arnold Vierira, Phillip Drummer, Chen-Hwa Peng, Marcela Arguelles, Hoang Huynh, Frank Huynh, Abraham Olivar, Tony Armstrong, Jose Batton, Carolyn Holley, Pamela Gbana, C. Hairston-Omondi, Kenneth Louie. We hope that you will have a long and fruitful career with Muni.

DECEASED: James Hurley, former Acting Superintendent of Ways and Structures, passed away in November. Hurley, respected and loved by all who knew him, had retired from Muni three years ago following a stroke. The James Hurley Maintenance Award, named in his honor, is handed out yearly to a maintenance employee who demonstrates the same skill and dedication to his job that Hurley possessed. Former General Manager William Stead once said about Hurley, "If I wanted to put a cable car on the moon, I'd ask Jim Hurley."
Muni sends its condolences to the family of James Hurley.

Photo: Kurt Wong

Muni's newest operators, who graduated from training November 16, 1992.

Special Guests Honored

Deputy City Attorney Robin Reitzes and Stewart Taylor, Regional Administrator for the Federal Transit Administration were the honored guests at Muni's Civic Luncheon held at the Four Seasons Clift Hotel in November. Each received a special award on behalf of the Railway for their support and help in carrying out Muni projects.

On Time *Cont. from pg. 1*

bus they have had to wait for and how long they waited. Once Muni receives the "On-Time Program Request," it will verifiy whether a delay occurred on that line. If a delay did occur, passengers will either receive a token good for one ride on any Muni vehicle or a discount on their next Muni pass. Per card this amounts to $1.00 for adult pass holders, 25 cents for discount or youth pass holders and 50 cents for half-monthly pass holders. There will be a limit of five returned On-Time Program Request cards with the PUC seal affixed per passenger per month.

The cards will be redeemable for purchase of passes at the following locations ONLY: Muni Headquarters at 949 Presidio Avenue, the City Hall Information Booth, the Water Department at 425 Mason Street and Muni's Green Division at 425 Geneva Avenue. Passes will be for sale at these locations the last five working days of each month and the first five working days of the following month. Half monthly passes will be available in addition to these days on the five days before and the five days after the 15th of each month.

The PUC has allocated $1 million to fund the On-Time Rebate Program, which includes salaries for 34 car cleaners and 15 additional on-street supervisors to ensure that the buses run on time. $100,000 has been earmarked for rebates. As soon as that $100,000 has been used, the program will stop until the PUC elects to fund it further.

Muni will be distributing a brochure to passengers, which will be available on the buses, detailing the program and including a Frequency Guide to all routes for quick reference.

Andres and Wink Retirement Party

Although Andres Colon and Allan Winkle retired last spring, their retirement dinner was held at the Patio Espanol in November.

Andres was head of PUC Reproduction for 14 years and with the help of his assistant "Wink" was basically responsible for transforming Reproduction from a shoestring operation with one offset printing machine and a Davidson 700 Perfector copier to the large print shop it is today occupying the entire mezzanine with four printers.

Over 100 people attended the retirement dinner, which even drew former Community Affairs Director Jaimie Levin away from his new profession as a book publisher, to emcee the event.

Muni just isn't the same without you, Andres and Wink.

We miss you and wish you the best and especially good health for the future.

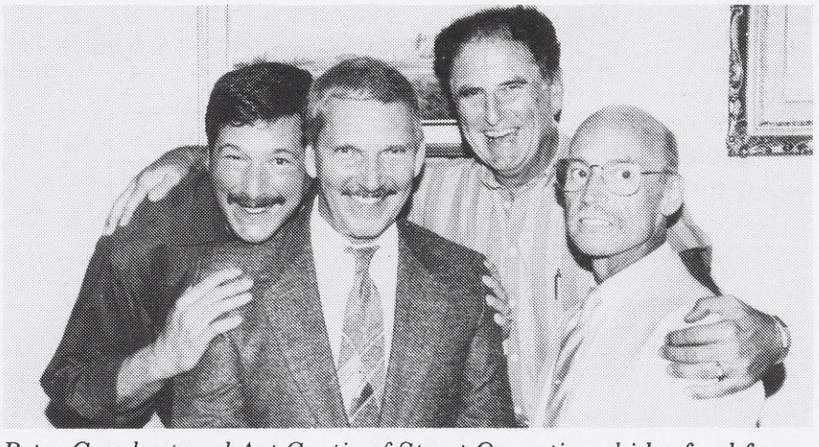


Photo: Carmen Magaña

Peter Groubert and Art Curtis of Street Operations bid a fond farewell to Allan Winkle and Andres Colon at their retirement dinner.

Muni's 80th Birthday Is Coming Up!

On December 28th, Muni will be 80 years old. On that day in 1912, the Municipal Railway began operation as one of the few publicly owned transit systems in the United States.

To celebrate its 80th Birthday, Muni will hold a special dedication ceremony for car C 1, an old Muni work car that used to transport construction materials in Muni's early days. The event is scheduled to take place in front of the Old Mint at 10:00 a.m. on December 28th. Please call Muni Community Affairs at 923-6162 for further details.

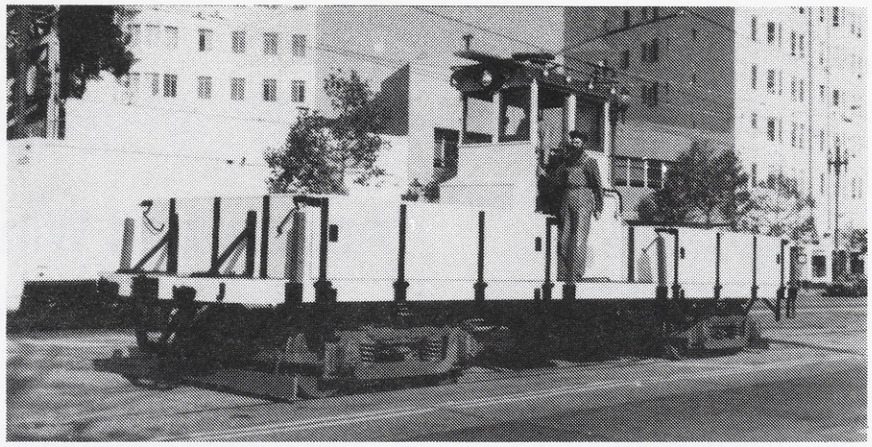


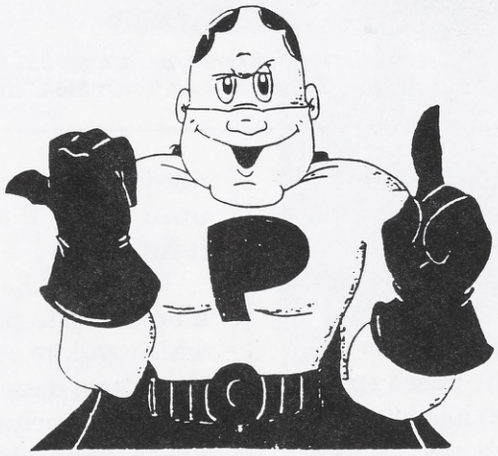
Photo: Carmen Magaña

Car C 1 will be the special guest at Muni's 80th birthday party on December 28th, 1992.

Graffiti *Cont. from pg. 1*

graffiti vandals against scribbling on public or private property emphasizing that graffiti vandalism is a crime and that crime is a waste of time, punishable by fines, revocation of drivers' licenses and assignment to community service graffiti prevention programs.

In addition to using Captain Perfecto as an educational tool for elementary school students, Graffiti Prevention is also working with the drama departments at middle and high schools to produce skits for students aimed at empowering them and channeling their energies into creative arenas rather than destructive ones such as graffiti. Graffiti Preention has also planned clean-up activities at local schools.



Captain Perfecto helps fight graffiti.

Cable Car Crews Host Annual Event

Once again, the Cable Car Division hosted its annual Senior Citizens' Luncheon this month for seniors from all over the city. The luncheon was held at Old St. Mary's Church on California Street.

Cable car crews served the food, which was donated by top SF hotels and restaurants.

Credits

The *Muni Memo* is published by the Community Affairs Department of Muni. Contributions and comments may be addressed to the *Muni Memo,* Room 238, 949 Presidio Avenue, San Francisco, CA 94115, telephone 923-6162.

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